

# *ND Health Alert Network – Cheat Sheet*

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The ND Health Alert Network (HAN) is the call back system used by the state to call health facilities during an exercise, drill, or real event. Your facility may also use ND HAN to do an internal call down drill, exercise, or real event. This document is to help you understand what to do in response to receiving an alert message.

1. When the call comes from the ND Department of Health it will begin thus:
  - a. “This is the North Dakota Health Alert Network with an important message. Press any key on your telephone key pad to continue.”
  - b. **YOUR RESPONSE:** Press any key
  - c. The message will play
  - d. “To confirm receipt of this message press 1, to repeat this message press 2.”
  - e. **YOUR RESPONSE:** Press 1 to confirm (Press 2 to replay – then press 1 to confirm)
  
2. SWITCHBOARD OPERATORS:
  - a. Please – Follow above action steps (DO NOT FORWARD OR PUT ALERT CALL ON HOLD)
    - i. If you do not understand the message, or are unsure press 2 to repeat it
  - b. Take down message, i.e.
    - i. Time you received the HAN Alert
    - ii. Type of Drill: Bed Availability Drill, HAN Assets Drill, Internal Drill
    - iii. REAL EVENT
  - c. Give message to the appropriate person-immediately
    - i. Real Events need immediate response
    - ii. Drills are timed – many facilities fail this part of the drill because the message has not been confirmed by pressing ‘1’
  - d. If you need further assistance or information call Doris at 701-328-9752 or 701-400-1779 - I am usually the person sending/conducting the drill/exercise
  
3. ISSUES AND GLITCHES
  - a. **DO NOT FORWARD THIS CALL OR PUT THIS CALL ON HOLD**
    - i. By doing so – it disables the automatic response feature in the system
  - b. Cell phones with *ring back tones* disable the automatic response feature
    - i. the system interprets the music as if you answered the phone
    - ii. the report will show live answer or answering machine
  - c. Your caller ID may show 701-328-2000, this is the number for the automated system, do not call it back. If you need assistance call 701-328-9752

# *ND HAN – Requesting an Alert*

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Your facility may want to request an alert for an internal drill, exercise, or real event. The following is what to do to request an alert as well as how to respond.

1. Requesting a HAN message for your facility is the same for both exercises and real events.
  - a. Click on the link [NDHAN Alert Request](#) to fill out the request form. Click Submit in the upper right hand corner of the form
  - b. Call State Radio: 800.472.2121 requesting they page the Case Manager for the ND Dept. of Health
    - The Case Manager will return your call
    - Inform them that you are requesting a HAN alert
    - Please specify whether this is an exercise or real event
    - Inform them that the HAN Message Request form has been submitted
2. A HAN Alert may also be scheduled
  - a. Fill out request form & submit
  - b. Call 701-328-9752 for assistance or request alert verbally
3. Receiving an internal alert – Same as page one with the following exception:
  - a. Your facility may forgo the Opening Statement in the alert
    - i. Doing so, the alert would play the message immediately
    - ii. Confirmation would still be required by pressing '1'
    - iii. Your facility wants to know who confirmed the message
    - iv. Be sure your phone numbers are listed correctly
  - b. Do not list a cell phone with a ring back tone
    - i. Ring back tones on cell phones cause the message to play before you answer